

# Unable to connect to database server

If you still have to install Drupal, proceed to the [installation page](#).

If you have already finished installing Drupal, this either means that the username and password information in your `settings.php` file is incorrect or that we can't connect to the MySQL database server. This could mean your hosting provider's database server is down.

The MySQL error was: *Access denied for user 'Sql144840'@'62.149.141.68' (using password: YES)*.

Currently, the username is *Sql144840* and the database server is *62.149.150.55*.

- Are you sure you have the correct username and password?
- Are you sure that you have typed the correct hostname?
- Are you sure that the database server is running?

For more help, see the [Installation and upgrading handbook](#). If you are unsure what these terms mean you should probably contact your hosting provider.